MEASURE WHAT MATTERS
CREATING EFFECTIVE TRAINING ASSESSMENTS FOR DISPATCH

VIRTUAL WORKSHOP

WORKBOOK

Why Assessments Matter

Defining What You're Measuring

Program Goal Examples

Call-Taking

- Trainee answers all incoming emergency and non-emergency calls within agency policy time standards (e.g., within 10 seconds 90% of the time).
- Accurately applies approved questioning protocols (e.g., EMD/EFD) with no missed critical questions on 100% of reviewed calls.
- Properly identifies call type and priority on first entry in at least 95% of calls.

CAD Input and Documentation

- Enters all required fields in the CAD system accurately and in the correct format.
- Maintains organized, logical, and chronological narratives for 100% of entered calls.
- Accurately uses jurisdiction codes, unit identifiers, and event types without trainer correction.
- Demonstrates consistent spelling, grammar, and use of abbreviations in line with agency standards.
- Completes call entry to dispatch time within agency standard (e.g., < 60 seconds for emergency calls) 95% of the time.

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Designing Fair & Objective Assessment Tools

Standard Evaluating Guideline Examples
Call-Taking

Needs Development	Struggles to control calls, remain composed, or collect complete information.	• Frequently misses critical questions or caller details. • Uses unprofessional or inconsistent tone. • Requires trainer intervention for call control or protocol adherence.
Learning	Demonstrates improvement in questioning, tone, and control but occasionally loses focus under stress.	• Collects most necessary information but may need occasional prompting. • Handles routine calls with confidence but struggles on high-stress or complex calls. • Responds to coaching and applies feedback.
Proficient	Independently handles all call types in accordance with agency policy and protocol.	• Maintains calm, professional tone regardless of caller behavior. • Collects complete and accurate information quickly. • Applies questioning protocols (e.g., EMD/EFD) accurately without assistance. • Manages caller emotions effectively while controlling the conversation.

CAD Input and Documentation

Needs Development	Entries are inaccurate, incomplete, or disorganized, impacting dispatch efficiency.	• Misses required fields or uses incorrect call types. • Narrative lacks clarity or sequence. • Requires trainer correction on most entries.
Learning	Demonstrates growing accuracy and organization with occasional errors or omissions.	• Completes majority of entries correctly. • Begins to use standard formats and abbreviations. • Occasionally omits minor details or requires clarification from trainer.
Proficient	Consistently produces accurate, organized, and clear CAD entries that meet agency standards	• All required fields are complete and accurate. • Information is logically ordered and easy to follow. • Uses proper abbreviations and call types consistently. • Meets entry-to-dispatch time standards for call priority.

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Strengthening Documentation & Feedback

Assessing Progress Over Time

Trainee Trends Activity

Trainee Profile

Name: Jordan Miller

Training Phase: Phase 2 - Call Taking (Weeks 5-8)

Overview: Jordan is a new dispatcher in week 8 of training. They are confident with basic call types but
still struggle with pacing, multitasking, and stress management during high-volume shifts. Trainers have noted steady growth in accuracy and system navigation, but inconsistent composure under pressure.

Trainers Involved: Trainer A (Weeks 1–4), Trainer B (Weeks 5–6), Trainer C (Weeks 7–8)

Week 5, Trainer B	**Shift Focus:** Handling routine calls without direct prompting.	**Ratings (1–5 scale):** Call Control: **3,** Accuracy/Policy Compliance: **4,** Composure: **2,** Tone/Professionalism: **3,** Documentation: **4** **Comments:** "Jordan handled lower-priority calls well but appeared flustered when a caller became emotional. Needed multiple prompts to regain focus. Good accuracy once redirected. Still hesitant to take charge of calls."
Week 6, Trainer B	**Shift Focus:** High-stress simulation / Priority medical calls.	**Ratings:** Call Control: **2.** Accuracy/Policy Compliance: **3,** Composure: **1** Tone/Professionalism: **3,** Documentation: **3** **Comments:** "Struggled throughout the shift. Became frustrated and raised voice slightly with caller. Missed one key EMD question under stress. Trainer had to step in twice. Appeared withdrawn during debrief. Needs stronger coping strategies."
Week 7, Trainer C	**Shift Focus:** Mixed call load / Independent practice.	**Ratings:** Call Control: **3,** Accuracy/Policy Compliance: **4,** Composure: **3,,** Tone/Professionalism: **4,** Documentation: **4** **Comments:** "Noticeable improvement from last week. Handled routine calls independently and asked good clarifying questions. Still tense during rapid call sequences but maintained professional tone. Progress noted in self-awareness."
Week 8, Trainer C	**Shift Focus:** Mixed call load / Independent practice.	**Ratings:** Call Control: **3,** Accuracy/Policy Compliance: **4,** Composure: **3,** Tone/Professionalism: **4,** Documentation: **4** **Comments:** "Noticeable improvement from last week. Handled routine calls independently and asked good clarifying questions. Still tense during rapid call sequences but maintained professional tone. Progress noted in self-awareness."
Week 8, Trainer C	**Shift Focus:** Late-shift workload / Multi-incident response.	**Ratings:** Call Control: **3,** Accuracy/Policy, Compliance: **5,** Composure: **2,** Tone/Professionalism: **3,** Documentation: **5** **Comments:** "Technically excellent but emotionally reactive. Became short with a coworker during high call volume. Needed reminder to pause and breathe before answering next call. Ended shift tired but self-identified where things went wrong."

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- **What trends do you see in Jordan's progress across the five DORs?**

- **Which areas show measurable improvement? Which remain inconsistent?**

- **How consistent are the trainers' rating and feedback styles? Could different affect perception of progress?**

- **What would your next step be?**
  - Extend training
  - Add coaching
  - Move forward with monitoring plan
  - Reassign trainer

- **How would you document and present this case to a supervisor to justify your recommendation?**

Measuring Training Program Effectiveness

Measuring "Other Things That Matter"

Making It Manageable

Additional Notes:

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"Be a lifelong learner & endlessly curious."

How to Measure Other Areas

Engagement and Morale Indicators

What to Measure:
- Overall staff satisfaction with training and workplace culture
- Sense of belonging and support among trainees and trainers
- Motivation and enthusiasm toward professional growth
- Perception of fairness and transparency in evaluations

How to Measure It:

Method	Example	Frequency
Pulse Surveys	3–5 quick questions rated 1–5 (e.g., "I feel supported in my role," "Feedback I receive helps me improve,")	Quarterly or after training cycles
Focus Groups	Short roundtable discussions with rotating groups (trainees, trainers, supervisors) to capture honest perspectives.	Semi-annually
Observation Indicators	Look for visible signs: participation in meetings, volunteerism, body language, tone in daily interactions.	Ongoing
Retention & Transfer Data	High trainer turnover or frequent trainee resignations can signal morale or engagement issues.	Annually

What to Look For:
- Declining survey scores in "I feel heard" or "I feel supported" = early burnout warning
- Consistent neutral or low morale responses = leadership communication gap
- Rising participation in optional projects or committees = improving engagement

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Continuing Education Effectiveness

What to Measure:
- How well continuing education (CE) or refresher training improves knowledge, performance, and confidence
- Alignment of CE topics with current needs
- Long-term retention of CE concepts

How to Measure It:

Method	Example	Frequency
Pre/Post-Training Assessments	Short quizzes or scenario ratings before and after CE sessions (e.g., EMD updates, customer service refreshers).	Every CE session
Knowledge Retention Check	30–60 days later, review QA or performance data related to the topic (e.g., how often updated procedures are applied).	Monthly
Trainee Feedback	Ask, "Did this session help you handle calls more effectively?" or "What part of this training was most relevant to your role?"	Immediately post-CE
Supervisor Observation Reports	Supervisors note observable behavior changes after CE completion.	Ongoing

What to Look For:
- Improvement in pre/post scores = content effectiveness
- No behavior change = possible gap between learning and practice
- Repeated CE topic requests = strong training need area

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SAMPLE PROGRAM EVALUATION FORM FOR TRAINEES

This form is to be completed by employees 30 days after completion of the center training program and turned in to the center manager. The goal is to highlight areas where improvement can be made, as well as areas of strength in the training program.

What part of the training program did you find most beneficial?

What part of the training program did you find was the least beneficial?

Were the training scenarios and activities appropriate and beneficial? What were the activities/scenarios you felt were the most beneficial?

Do you feel this training program can be improved? If so, how?

Any additional comments?

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SAMPLE PROGRAM EVALUATION FORM FOR TRAINERS

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What aspects of the training program were most effective in preparing trainees for their new role?

Which parts of the program were least effective or did not support trainee development as intended?

Were the evaluation tools (DORs, SEGs, feedback forms) effective in documenting progress and identifying trainee needs?

Were the training scenarios, simulations, and activities appropriate and realistic?

Were the training materials (manuals, guides, resources) current, accurate, and easy to use?

What additional resources or tools would help improve your effectiveness as a trainer?

Did you feel supported and informed throughout the training cycle (communication, schedule updates, feedback sessions, etc.)?

What changes would you recommend for the next training cycle?

Additional Comments?

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